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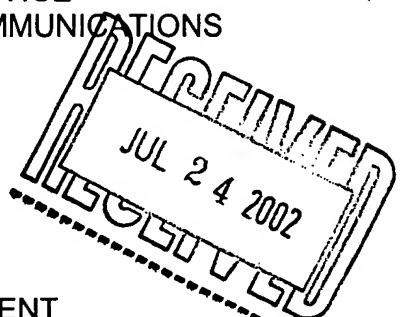
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PATENT
010284

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2161 :
In re application of :
Smith et al. :
Serial No.: 10/074,325 :
Filing Date: February 12, 2002 :

METHODS AND SYSTEMS FOR
COMMUNICATING WITH SERVICE
TECHNICIANS IN A TELECOMMUNICATIONS
SYSTEM



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Commissioner for Patents
Washington, DC 20231

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Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advise the United States Patent and Trademark Office of the references listed on the accompanying form PTO-1449 *Information Disclosure Statement by Applicant*. Copies of the references cited therein are enclosed.

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INFORMATION DISCLOSURE
STATEMENT BY APPLICANT

(Use several sheets if necessary)

Atty. Docket No.
010284Serial No.
10/074,325

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Smith et al.Filing Date
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Group

U. S. PATENT DOCUMENTS

Examiner Initial	Document Number	Issue Date	Patentee	Class	Sub-Class	Filing Date
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	5,880,958	Mar. 9, 1999	Helms et al.			
	5,922,040	Jul. 13, 1999	Prabhakaran			
	6,101,443	Aug. 8, 2000	Kato et al.			
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	6,154,152	Nov. 28, 2000	Ito			
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FOREIGN PATENT OR PUBLISHED FOREIGN PATENT APPLICATION

Examiner Initial	Document Number	Public. Date	Country or Patent Office	Class	Sub-Class	Transl Y N

OTHER DOCUMENTS
(Including Author, Title, Date, Relevant Pages, Place of Publication)

Examiner	Date Considered		
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.			

Rev. 12/92